

# Cash Programs Division

September, 2003



## LANGUAGE LINE SERVICES

Did you know that LLS is a resource for public contact staff when assisting non-English speaking applicants/participants?

LLS is a County contracted agency that provides interpreter services when a DPSS bilingual employee is not available to assist with interpreting. The easy to use LLS Language Identification Card (commonly referred to as the "I Speak" Card) is a means to determine the language a person speaks and the Quick Reference Guide provides the telephone number to call for an interpreter. For detailed policy/procedures, refer to AD #4112, dated 5/16/01.

**Direct Deposit**  
**Are You Doing your part?**  
**Are you sharing direct deposit**  
**information with all your**  
**applicants/participants?**  
**Help your District be #1 in**  
**direct deposit enrollments!**



Keep your heads up for upcoming information on Direct Deposit and a visit from Program staff to review Direct Deposit procedures, as well as, share new information on alternatives for applicants/participants that are unable to access regular checking/savings accounts due to poor credit history and problems with ChexSystems.

In addition, as part of our outreach efforts, DPSS is teaming up with local banks that will soon have bank representatives in District offices to assist participants with opening bank accounts in order to access Direct Deposit.

**OUR GOAL IS TO HAVE MORE & MORE CASH  
AID PARTICIPANTS ENROLLED IN DIRECT  
DEPOSIT**

## Cost-of-Living Adjustment (COLA) and Retroactive MBSAC increase **REMINDER**



The 3.74% COLA was implemented effective June 1, 2003 for all CalWORKs, RCA, and CAPI participants. Supplemental payments for the months of June, July and August were processed in August 2003. Effective September 1, 2003, the COLA was included in the monthly grant amount received by all cash aid participants. The next COLA, which was scheduled for October 2003, has been suspended.

In addition to the COLA increase, the MBSAC was increased retroactively to October 2002. This means that participants denied between October 2002 and August 2003 may request to have their CalWORKs application reviewed to determine if they were eligible based on the new MBSAC amounts. Please refer to the BPPRE Call Out dated August 26, 2003 for more instructions on how to handle any requests for review received by District staff.

## **NO MORE GR WORKFARE**

Although the Workfare Program was eliminated from GR requirements with the implementation of GROW, be aware that individuals may participate in the **Food Stamp** Workfare Program.

While computer glitches were the cause of some GR terminations or denials for non-compliance with Workfare in the past, they have been fixed. Therefore, non-compliance with Food Stamp Workfare should never affect GR eligibility.

## **CAPI SSI Advocacy Programs** **Wins Another Award**



CAPI SSIAP was recently recognized with a Special Achievement Award from the National Association of Counties (NaCO)! **CONGRATULATIONS** to our hard working CAPI SSIAP staff! Since the program began in 2002 over 3000 CAPI participants have transitioned to SSI, saving the State \$20 million and recoupment of \$5 million from SSA.